

## **MARINE SAFETY CENTER**

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### **HOW DID WE DO?**

OK, level with us. Please take just a second and tell us how we did on this project. Then just fold, tape and mail; we pay the postage. *(No staples, please - the postal service frowns on that).*

***What plan review activities do your comments address? (check all that apply)***

<input type="checkbox"/> Mechanical	<input type="checkbox"/> Hull	<input type="checkbox"/> Structures	<input type="checkbox"/> Arrangements/Fire Safety
<input type="checkbox"/> Cargo Authority	<input type="checkbox"/> Electrical	<input type="checkbox"/> Stability	<input type="checkbox"/> Other _____
(Please Specify)			

**CIRCLE THE APPROPRIATE NUMBERS BELOW USING THE FOLLOWING SCALES:**

Importance Scale

3 - Very Important

2 - Somewhat Important

1 - Not Important

Performance Scale

5 - Very Satisfied

4 - Satisfied

3 - Neutral

2 - Dissatisfied

1 - Very Dissatisfied

**IMPORTANCE  
OF THE  
SERVICE**

**SERVICE ASPECT**

**YOUR SATISFACTION  
WITH OUR  
PERFORMANCE**

1 2 3

Promptness of our service

1 2 3 4 5

1 2 3

Accessibility of our staff

1 2 3 4 5

1 2 3

Thoroughness of our responses

1 2 3 4 5

1 2 3

Fairness/reasonableness of our responses

1 2 3 4 5

1 2 3

Courtesy & professionalism of our staff

1 2 3 4 5

**→→→→→→→**

**YOUR OVERALL RATING**

**1 2 3 4 5**

Your comments:

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Is there something about our service that is "broken"?      Y      N  
If so, what?

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If you would like to be contacted , please provide phone number or e-mail address: \_\_\_\_\_

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We at the Marine Safety Center apologize for any additional surveys you may be receiving. This is the result of an effort to receive input from all of our customers. We welcome your input and encourage you to return as many surveys as possible. Thank you for your time.

**For MSC Use:**

Project #: P\_\_\_\_\_